



14 December 2015

FREEDOM OF INFORMATION ACT 2000 REQUEST REF: 0972-15

Thank you for your email of 5th October 2015 asking for information under the Freedom of Information Act (FOIA) 2000 and your subsequent confirmation that you were restricting your request to purchases made out of central funds (UK). You asked:

In Reference To: Mobile Device Usage and Hardware: (Mobile Telephones/Smartphones and Touch Screen Tablets)

- 1) *Please confirm the number of mobile phones or smartphones that are funded by the organisation and in use by the organisation.*
- 2) *The Name of the Organisation who acts as your mobile airtime service provider. (If multiple contracts are set up please confirm each specific provider).*
 - 2.1) *please confirm;*
 - (a) *the date the aforementioned contract(s) started.*
 - (b) *the date the aforementioned contract(s) ends.*
 - (c) *the date the contract(s) will be reviewed (prior to termination).*
- 3) *The number of mobile connections within the organisation. (If multiple contracts are set up please confirm each specific provider).*
- 4) *Are mobile phones and smart phones purchased separately or 'bundled' as part of the airtime agreement?*
 - 4.1) *If handsets are 'bundled' with an airtime agreement, – please provide a cost breakdown between the devices and the airtime contract. (Example response maybe: The organisation has a contract where the handsets are zero cost although data and calls are paid for — Alternatively — Handsets were purchased at £50 each plus any calls and data.)*
 - 4.2) *If handsets are procured separately, please provide details of how many mobile phones or smart phones have been purchased during the previous three years. (Please detail year on year spend and physical number of devices acquired.)*
 - 4.3) *If Handsets are procured separately please could you confirm if the devices are leased or purchased outright.*

4.4) Does the organisation make ad-hoc purchases for Handsets during the normal contractual term.

4.5) Is the procurement process under a specific framework or does the organisation work independently of such a framework? Please provide details of framework if necessary.

5) Does the organisation purchase Tablets (for example – iPad's)?

5.1) If so, please provide details of how many individual devices have been purchased during the previous three years. Please detail year on year spend and physical number of devices procured.

5.2) Please could you confirm if the devices are leased or purchased outright.

5.3) Is the procurement process under a specific (please detail) framework or does the organisation work independently of such a framework?

6) Do you include mobile devices (Phones and Tablets) within you asset register?

7) If your mobile devices (Phones and Tablets) are not held on your central asset register, please clarify how you manage/trace the mobile devices during their lifecycle within the company.

8) What happens to mobile devices (Phones and Tablets) at the end of the contract term, or alternatively at the point of retirement?

9) What is the current process for removing all sensitive data from the devices (Phones and Tablets) at the end of the contract term, or alternatively at the point of retirement?

9.1) Please confirm the name of any third party companies involved in the retirement process, how long they have been contracted and when that contract is due to expire.

10) Please provide full details of the person who is ultimately responsible for the Airtime Contact. (Please include: Name, Position, E-mail address, Contact Phone Number. Office Location).

11) Please provide full details of the person who is ultimately responsible for the Procurement of Mobile Devices. (Please include: Name, Position, E-mail address, Contact Phone Number. Office Location).

12) What is your current accounting treatment for mobile phone assets?

13) What is the current method for Insuring your mobile devices in the event of loss, damage or theft?

14) Are Insurance services part of any current framework or would this service operate outside of any present framework agreement.

I am writing to confirm that we have now completed the search for the information which you requested.

I can confirm that the Foreign and Commonwealth Office (FCO) does hold information relevant to your request.

To help place the figures given below into context our global workforce is approximately 13,600 as published in the FCO's Annual Report 2014-2015.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/444067/Amended_FCO_Annual_Report_2015_web_1_.pdf

1) Approximately 2500 using a UK SIM.

2) Vodafone (UK).

2.1) a. Q3 2015

b. Q3 2017

c. Q2 2017

3) Approximately 2500.

4) Both.

4.1) Device price varies on make/model of device. The connected purchase price of a mobile telephone starts at £50 whereas smart phones cost £155 connected.

Airtime contract depends on type of handset. For instance a standard voice mobile costs £5.50 per month and includes all UK landline, Vodafone mobile to mobile calls, and SMS). Smart phones cost £16 per month and includes 500mb data a month, and all UK landline, Vodafone mobile to mobile calls, and SMS.

4.2) 2013 – 742 handsets at a cost of £114,445 this includes 735 smart phone handsets (£113,925) and 7 standard mobile telephones (£520).

2014 - None.

2015 - 861 smart phone handsets (£133,263.)

4.3) Purchased outright

4.4) Yes

4.5) Current agreement under Cabinet Office PSN Lot 6.

5) Yes.

5.1) 9 Devices were purchased in 2015. £450 + VAT spent. The FCO did not purchase any devices in 2013/14.

- 5.2) Purchased outright.
- 5.3) Current agreement under Cabinet Office PSN Lot 6
- 6) Yes.
- 7) N/A.
- 8) If they are no longer fit for use unclassified devices can be recycled/disposed of. Sensitive devices are destroyed after their hard drives have been wiped of information.
- 9) This information is exempt under Section 24 (1) (National Security) and Section 31 (1) (Law Enforcement) of the Freedom of Information Act.

Section 24 is a qualified exemption, which means that it is subject to a public interest test. We acknowledge the public interest in openness and transparency, but we consider that there is also a public interest in the FCO protecting national security. We are concerned that releasing this information would adversely impact on the UK's security. We have therefore concluded that the exemption applies and that withholding the material serves the public interest better than release in this instance.

The exemption in section 31 (1) (a) is designed to cover all aspects of the prevention and detection of crime. Section 31 is a qualified exemption, which means that it is subject to a public interest test. We acknowledge the public interest in openness and transparency and we recognise that releasing this information would provide the public with assurance that we are protecting our IT infrastructure. However, disclosure of the information requested would expose the FCO to potential threats of a criminal nature. For example, the targeting of the supply chain. The FCO takes the protection of its IT infrastructure very seriously. We implement the mandatory requirements of the Cabinet Office Security Policy Framework and follow Her Majesty's Government's information Assurance standards and best practice which covers all areas of security.

9.1) Devices are destroyed by FCO Services (a trading fund of the FCO) via a Service Level Agreement

- 10) Colin Martin-Reynolds, Chief Information Officer, colin.martin-reynolds@fco.gov.uk, 020 7008 1500 (main switchboard), London.
- 11) Same response as for question 10 above.
- 12) A central asset register is held. Users are required to sign statement of responsibility of use. Billing software is available for spend data.
- 13) No insurance held. The Civil Service is self assuring.
- 14) N/A

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Yours sincerely,

Knowledge & Technology Directorate



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